



u.s. army europe civilian human resource management agency

Managers' Update

July 2003

Emergency Contact Data

The US Army has developed an Emergency Contact Data System, a web-based emergency contact and next of kin notification, for US citizen Appropriated Fund and Non-Appropriated Fund employees.

The Department of the Army strongly encourages managers to have their US citizen employees fill out their emergency contact information at the website <http://www.cpol.army.mil> under "Emergency Contact Data."

USAREUR civilian employees also should visit the Civilian Human Resource Management Agency (CHRMA) website at www.chrma.hqusareur.army.mil for special overseas instructions.

For Supervisors of Local National (LN) Employees

New to Supervising LNs?

CPACs offer a variety of resources for supervisors of LNs. Labor Advisors are available at your local CPAC for consultation on the LN employment program.

In addition, you should visit the CHRMA website to enroll in the LN Supervisory Development Course. This course provides an introduction to effectively recruit, supervise, discipline and reward LN employees.

Tools You Can Use to Improve Your Workplace

CHRMA is committed to providing proactive guidance for managers on personnel issues. In addition, we seek to promote the satisfaction and well-being of managers and employees throughout US Army, Europe.

We provide a number of tools to assist managers in a variety of personnel issues. Information on personnel rules and processes can be found through our website - www.chrma.hqusareur.army.mil, one of the most important sites a manager can use for finding personnel information. If you haven't surfed the site, take some time to check out the wealth of information located there.

We offer many sources for information such as the following, listed under "Management Tools," on the website:

- Step-by-step guides to all of our automated personnel programs
- Guidance on processing awards and other recognition for your employees
- Recruitment incentives to help you attract a quality workforce
- Employee training and development to help your workforce meet their professional goals (found under "Training Opportunities" on the website and through your local CPAC). CHRMA offers classes on topics such as:
 - Working Actions Effectively
 - Leadership and Supervisory Skills
 - Technical Training
 - Proofreading and Editing Skills
 - Customer Service
 - Whistle While You Work: Workplace Habits that Get Results
- Guidance for employees coming to work from the Continental U.S. (found under "[Living/Working Overseas](#)" on the website)
- Civilian sponsorship program to help you welcome your new employees and get them acclimated as soon as possible

Visit the CHRMA website today at www.chrma.hqusareur.army.mil for all of the latest information on changes in regulations, training updates and much more.

Revised Regulation Expands Living Quarters Allowance Eligibility

CHRMA has revised the regulation for Civilian Personnel Living Quarters Allowance (LQA). Eligibility for this allowance that covers most living quarters costs for civilian employees and their families has expanded. Details are avail-

able under “[What’s New](#)” on the CHRMA website.

Effective 1 July 2003, the revision:

- Authorizes the grant of LQA to locally separated military personnel and contractors who meet the Department of State Standardized Regulations and are appointed in positions GS-09 (or equivalent), WG-11, WL-09, WS-05, and above. This means if you separated from the military or a contract position and entered a job in these grades since 1998, you may be eligible.
- Exempts employees on mandatory mobility agreements from the one-year residency requirement for U.S. hires.
- Exempts applicants selected for Career Program positions from grade restrictions.
- Authorizes continued LQA to employees voluntarily leaving their hard-to-fill (HTF) positions to accept other positions.

Current civilian employees hired since June 1998 may meet the requirements of the revised regulation. Interested employees should visit the CHRMA website at www.chrma.hqusareur.army.mil to complete an eligibility questionnaire and learn more about the revised regulation.

New Civilian Sponsorship Program Eases Transition for Incoming Employees

For many years the Army has emphasized a successful sponsorship program to ensure a smooth transition for soldiers. Now, Army civilians have a new sponsorship program tailored to their special needs.

The Army in Europe sponsorship regulation ([AE Reg. 600-8-8](#)) now includes a section for civilians. The regulation establishes formal sponsorship procedures for welcoming civilians to their overseas assignments.

Managers play an integral role in making the program a success. Support and cooperation from managers will ensure new employees feel welcome from day one.

The new regulation is available at the CHRMA website at www.chrma.hqusareur.army.mil under “[What’s New](#).”

Some of the procedures for the program are described below. Organizations receiving incoming command-sponsored civilian employees must:

- Ensure incoming employees are appointed a sponsor in a timely manner.
- Ensure sponsors are provided with a sponsorship plan of action, which explains the duties and responsibilities of the sponsor, and provides for

written feedback on the performance of the sponsor.

- Provide sponsors with the time and resources necessary to perform sponsorship duties.

Visit the website for all of the latest guidance.

Resources to Help You Improve the Workplace

We know that your greatest challenge is handling all of the issues associated with supporting your employees. CHRMA seeks to help you create a healthy working environment. If you’re dealing with morale issues, negativity, or a troublesome employee, contact your local CPAC for Management/Employee Relations assistance or consider contacting one of the resources below.

Employee Assistance Program

Contact your local CPAC for more information

EAPs provide comprehensive counseling and referral services to help employees achieve a balance between their work, family and other personal responsibilities. Job effectiveness can be adversely affected when employees are faced with addictions, mental or emotional problems, family responsibilities, financial or legal difficulties. The EAP can be extremely important in the prevention of, and intervention in, workplace violence incidents; the delivery of critical incident stress debriefings; and providing assistance to employees during agency restructuring.

Equal Employment Opportunity Office

see your local directory

Handles and processes employment related discrimination complaints. Handles sexual harassment issues. Offers a number of classes related to EEO issues. Selected staff are trained in alternative dispute resolution or mediation.

Psychiatry/Psychology Department, United States Army Medical Department Activity, Heidelberg

371-2690/2557/2407

If you suspect a serious mental issue in one of your employees, you can call this office for guidance. This office can provide referrals to the nearest service office.

Occupational Therapy/Health, United States Army Medical Department Activity, Heidelberg

371-2886/2560/2833

If you have an employee with a medical issue related to work, contact this office for guidance. This office can provide referrals to the nearest service office.

Army Community Service

If you have an employee with family issues that are affecting his/her work, encourage them to contact the local ACS center.